

# D.C. Office on Aging

www.dcoa.dc.gov

Description	FY 2003 Approved	FY 2004 Proposed	% Change
Operating Budget	\$20,786,931	\$20,875,769	0.43

The mission of the D.C. Office on Aging (DCOA) is to provide advocacy, health, education, employment, and social services to District residents 60 and older so they can live longer and maintain independence, dignity and choice.

Established as a separate government agency in 1975 by D.C. Law 1-24, the Office on Aging has continued to strengthen its framework of support and service to District seniors. Its transition into Performance Based Budgeting in FY 2004, further aligns the agency with the Citywide Strategic Priority area of Strengthening Children, Youth, Families, and Elders.

The Office on Aging funds 25 different types of services for the dependent, semi-dependent, and independent elderly through grants and contracts to community based non-profit agencies and for profit providers. There are 91,878 seniors in the District of Columbia, which represents about 16 percent of the total D.C. population. During FY 2002, this office provided 81,011 service contacts to District seniors.

DCOA advocates on behalf of seniors and oversees a comprehensive and coordinated network of senior health and social services. It organizes community forums, outreach activities, and focus groups to inform senior citizens about the quality of services and programs, and the need to expand or modify current programs. In FY 2004 DCOA will continue to promote healthy, inde-

## Did you know...

Meals served to seniors in FY 2002.	1,350,953
Hours of Homemakers In-Home Services.	145,462
Washington Center for Aging Services residents served in FY 2002.	343
Total citizen services and/or contacts made.	81,011
Transportation and services for medical and life support appointments in FY 2002.	115,201 one way trips

pendent senior lifestyles and sensitize the public about the aging process. In addition, the agency will continue to produce special events, brochures, and a monthly newsletter in the Senior Beacon called Spotlight on Aging

DCOA also works closely with the providers of the Senior Service Network. The network includes a nursing home, two group homes, a community residential facility, six lead agencies,

16 multi-purpose senior centers, 59 nutrition centers, assessment and case management sites, geriatric day care programs, literacy sites, the long-term care ombudsman program, programs for homemaker services, home delivered meals, a shelter for the abused and exploited seniors, a senior center for the elderly homeless, a transportation system, and three wellness centers. DCOA provides two direct services: information and assistance, and senior employment.

DCOA administers the provisions of the Federal Older Americans Act as amended, (P.L. 100-175) monitors and assesses the service delivery system operated by the community-based non-profits on a regular basis under performance based grants, and coordinates activities with the D.C. Commission on Aging and other organizations to ensure that resources are used effectively.

The agency plans to fulfill its mission by achieving the following strategic result goals:

- Improve the quality of programs as measured by the percent of providers meeting standardized performance outcomes.
- Improve access to consumer information and assistance for District seniors in the areas of employment, education, and health and social services within DCOA as measured by customer surveys, job placements, number of people served or percent of population served, and number of wellness centers.
- Enhance elder caregiver and strengthen family support options as measured by number of caregivers participating in the Caregiver Institute.
- Introduce seniors and the general public to aging issues through special events and public service announcements.

## Where the Money Comes From

Table BY0-1 shows the sources of funding for the D.C. Office on Aging

Table BY0-1

### FY 2004 Proposed Operating Budget, by Revenue Type

(dollars in thousands)

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change From FY 2003	Percent Change
Local Fund	14,470	14,146	14,747	14,927	180	1.1
<b>Total for General Fund</b>	<b>14,470</b>	<b>14,146</b>	<b>14,747</b>	<b>14,927</b>	<b>180</b>	<b>1.1</b>
Federal Grant	5,225	5,399	5,760	5,669	-91	-1.6
<b>Total for Federal Resources</b>	<b>5,225</b>	<b>5,399</b>	<b>5,760</b>	<b>5,669</b>	<b>-91</b>	<b>-1.6</b>
Private Grant Fund	26	9	0	0	0	0.0
<b>Total for Private Funds</b>	<b>26</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.0</b>
Intra-District Fund	222	270	280	280	0	0.0
<b>Total for Intra-District Funds</b>	<b>222</b>	<b>270</b>	<b>280</b>	<b>280</b>	<b>0</b>	<b>0.0</b>
<b>Gross Funds</b>	<b>19,944</b>	<b>19,824</b>	<b>20,787</b>	<b>20,876</b>	<b>89</b>	<b>0.3</b>

## How the Money is Allocated

Tables BY0-2 and 3 show the FY 2004 proposed budget for the agency at the Comptroller Source Group level (Object Class level) and FTEs by fund type.

Table BY0-2

### FY 2004 Proposed Operating Budget, by Comptroller Source Group

(dollars in thousands)

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change from FY 2003	Percent Change
11 Regular Pay - Cont Full Time	1,132	1,165	1,403	1,410	7	0.5
12 Regular Pay - Other	67	89	0	0	0	0.0
13 Additional Gross Pay	17	28	0	0	0	0.0
14 Fringe Benefits - Curr Personnel	185	204	252	229	-23	-9.2
<b>Subtotal Personal Services (PS)</b>	<b>1,401</b>	<b>1,486</b>	<b>1,655</b>	<b>1,638</b>	<b>-16</b>	<b>-1.0</b>
20 Supplies and Materials	32	27	35	52	17	48.6
30 Energy, Comm. and Bldg Rentals	25	24	27	191	164	607.6
31 Telephone, Telegraph, Telegram, Etc	48	44	72	32	-39	-54.9
32 Rentals - Land and Structures	7	17	14	50	36	258.1
33 Janitorial Services	0	0	0	16	16	100.0
34 Security Services	0	31	23	20	-3	-12.0
40 Other Services and Charges	91	115	140	94	-46	-33.1
41 Contractual Services - Other	4,963	4,956	5,200	5,232	32	0.6
50 Subsidies and Transfers	13,276	13,025	13,519	13,430	-89	-0.7
70 Equipment & Equipment Rental	101	99	102	102	0	0.0
<b>Subtotal Nonpersonal Services (NPS)</b>	<b>18,543</b>	<b>18,338</b>	<b>19,132</b>	<b>19,219</b>	<b>87</b>	<b>0.5</b>
<b>Total Proposed Operating Budget</b>	<b>19,944</b>	<b>19,824</b>	<b>20,787</b>	<b>20,876</b>	<b>89</b>	<b>0.3</b>

Table BY0-3

### FY 2004 Full-Time Equivalent Employment Levels

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change from FY 2003	Percent Change
<b>General Fund</b>						
Local Fund	15	17	14	14	0	0.0
<b>Total for General Fund</b>	<b>15</b>	<b>17</b>	<b>14</b>	<b>14</b>	<b>0</b>	<b>0.0</b>
<b>Federal Resources</b>						
Federal Grant	4	7	9	9	0	0.0
<b>Total for Federal Resources</b>	<b>4</b>	<b>7</b>	<b>9</b>	<b>9</b>	<b>0</b>	<b>0.0</b>
<b>Intra-District Funds</b>						
Intra-District Fund	2	1	3	3	0	0.0
<b>Total for Intra-District Funds</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>0.0</b>
<b>Total Proposed FTEs</b>	<b>21</b>	<b>25</b>	<b>26</b>	<b>26</b>	<b>0</b>	<b>0.0</b>

## Gross Funds

The proposed budget is \$20,875,769 representing an increase of 0.3 percent over the FY 2003 budget of \$20,786,931. There are 26 total FTEs for the agency, representing no change from FY 2003.

## General Fund

**Local Funds.** The proposed budget is \$14,927,169, an increase of \$180,188 over the FY 2003 approved budget of \$14,746,981. There are 14 FTEs funded by Local sources, representing no change from FY 2003.

Changes from the FY 2003 Approved Budget are:

- An increase of \$17,000 for computer upgrades in FY 2004.
- An increase of \$191,438 in fixed costs to account for OFRM estimates.
- An increase of \$31,503 reflects increases in contractual services.
- An increase of \$2,290 in subsidies and transfers.
- A reduction of \$52,134 in other services which includes office support, audit fees, printing and duplication.
- A reduction of \$19,909 in non-personal ser-

vices reflecting gap-closing measures for FY 2004.

## Federal Funds

The proposed budget is \$5,668,600, a decrease of \$91,350 from the FY 2003 approved budget of \$5,759,950. There are nine FTEs funded by sources, which represents no change from FY 2003.

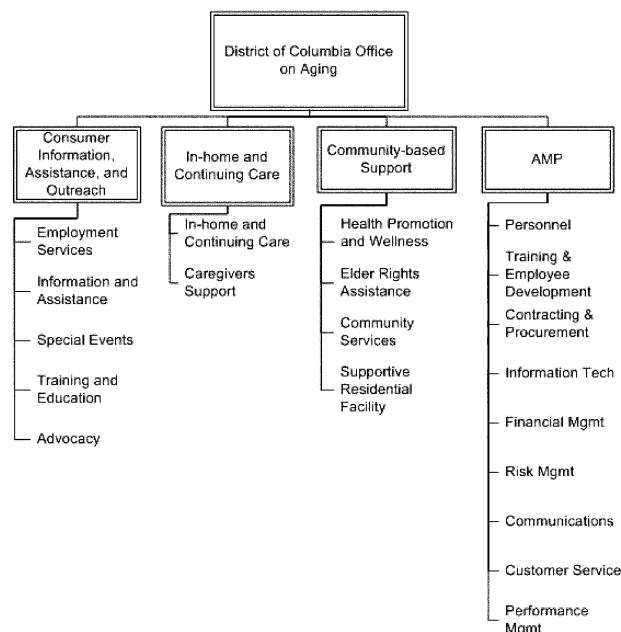
Changes from the FY 2003 Approved Budget are:

- A decrease of \$91,350 due to expiration of funding for the Alzheimer's demonstration program and the Medicare information outreach program.

## Intra-District Fund

The proposed budget is \$280,000, which represents no change from the FY 2003 approved budget. There are 3 FTEs funded by Intra-District sources, which represents no change from FY 2003. Intra-District funds are received from the Department of Employment Services (Workforce Investment Act) to employ District residents 55 and older.

Figure BY0-1  
**D.C. Office on Aging**



## Programs

The D.C. Office on Aging operates the following four programs:

### In-Home and Continuing Care

	FY 2003*	FY 2004
Budget	\$6,339,188	\$6,249,568
FTEs	-	0

\* FY 2003 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2003 for this agency because the agency had not yet created its new program structure based on performance-based budgeting.

The In-Home and Continuing Care program provides in-home and day care services and caregiver support to District residents 60 and over and their caregivers so that seniors can remain in their homes and caregivers can continue to provide care. The two activities within this program include:

- Inhome and Continuing Services - This provides day care, home maker, home repair, nutrition, and case management services to frail District residents 60 years of age and older so they can remain in their homes.
- Caregivers Support - This provides caregiver education, respite, stipends, and transportation services to eligible caregivers so they can continue to provide care.

These activities are coordinated by DCOA to achieve the purpose of the Inhome and Continuing Care program, thereby preventing premature and costly institutionalization. Examples of In-Home Services include; homemaker services, home-delivered meals, caregiver support and heavy housecleaning.

For more detailed information regarding the proposed funding for the activities within this program please see schedule 30-PBB in the FY 2004 Operating Appendices volume.

### Key Result Measures

#### Program 1: In-Home and Continuing Care.

*Citywide Strategic Priority Area(s):* Strengthening

Children, Youth, Families, and Elders

*Manager(s):* Karyn Barquin

*Supervisor(s):* Sherlyn Taylor, Program and Grants Administrator

### Measure 1.1: Percent of homemaker and day care participants who remain in their homes for one year or more

	Fiscal Year	
	2004	2005
Target	50	50
Actual	-	-

### Measure 1.2: Percent of participants enrolled in the Caregiver Institute providing care for one year

	Fiscal Year	
	2004	2005
Target	20	25
Actual	-	-

### Community Based Support

	FY 2003*	FY 2004
Budget	\$9,949,451	\$10,292,377
FTEs	-	0

\* FY 2003 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2003 for this agency because the agency had not yet created its new program structure based on performance-based budgeting.

The Community Based Support program is to provide residential facilities, elder rights assistance, health promotion, wellness, and community services to District residents aged 60 and over so they can live independently in the community, and minimize institutionalization and to administer and monitor the provision of those services. Activities within this program include:

- Health Promotion and Wellness - This provides physical fitness, health screenings, and wellness information services to District residents aged 60 and over so they can increase their awareness of and adopt healthy behaviors.
- Elder rights Assistance - This provides legal representation, advocacy, and assistance services to eligible DC residents 60 and older or their legal representatives so they can have legal issues addressed in a timely manner.
- Community Services - This provides nutrition, transportation, socialization, and counseling support services to District residents 60 or older so they can maintain an active and independent lifestyle.
- Supportive Residential Facilities - This provides housing, advocacy, and supportive services to District residents 60 years and

older who cannot live independently and/or have limited housing options so they can be safe and receive care that meets their needs.

These activities provide a framework to maintain the health of older people, eliminate isolation, support self-care and functional independence, and protect the rights of older persons. Examples of such services are senior centers, nutrition centers, counseling, health promotion, nutrition counseling, nutrition education, socialization, literacy, geriatric day care, geriatric assessment/case management services, emergency shelter for abused and exploited seniors, and elder rights assistance.

For more detailed information regarding the proposed funding for the activities within this program please see schedule 30-PBB in the FY 2004 Operating Appendices volume.

### Key Result Measures

#### Program 2: Community Based Support.

*Citywide Strategic Priority Area(s):* Strengthening

Children, Youth, Families, and Elders

*Manager(s):* Sherlyn Taylor

*Supervisor(s):* E. Veronica Pace, Executive Director

#### Measure 2.1: Percent of Wellness Center participants who increase their awareness and adopt healthy behaviors as indicated by improvements in their overall fitness levels

	Fiscal Year	
	2004	2005
Target	10	15
Actual	-	-

#### Measure 2.2: Percent of elder rights assistance calls responded to within two days

	Fiscal Year	
	2004	2005
Target	70	75
Actual	-	-

#### Measure 2.3: Percent of elders' rights assistance complaints resolved

	Fiscal Year	
	2004	2005
Target	70	75
Actual	-	-

#### Measure 2.4: Percent of community services participants who report that they were able to maintain an active and independent lifestyle

	Fiscal Year	
	2004	2005
Target	70	75
Actual	-	-

#### Measure 2.5: Percent of supportive residential facility clients reporting that care received meets their needs

	Fiscal Year	
	2004	2005
Target	75	80
Actual	-	-

### Consumer Information, Assistance and Outreach

	FY 2003*	FY 2004
Budget	\$2,436,777	\$2,125,915
FTEs	-	0

\* FY 2003 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2003 for this agency because the agency had not yet created its new program structure based on performance-based budgeting.

The **Consumer Information Assistance and Outreach** program provides aging information and assistance, advocacy, special events, training and education and employment services to District residents and caregivers so they can be informed about aging issues and maintain independence. This program links seniors to services, and helps them to recognize the worth and contributions of the elderly to their community and promote healthy life styles through sponsorship of special events. Activities include:

- **Employment Services** - This provides employment assistance services to District residents at least 55 years of age who are seeking employment so they can gain and maintain employment.
- **Information and Assistance** - This provides aging-related information, counseling and referral services for persons 60 years or older so they can be connected to services they request.
- **Special Events** - This provides socialization, information and recognition services to DC residents 60 years and over so they can increase their awareness of services provided, expand their social network, and project a positive image of aging.

- Training and Education - This provides training services to seniors, service providers, and the general public so they can enhance their knowledge and increase their skills about elderly issues.

For more detailed information regarding the proposed funding for the activities within this program please see schedule 30-PBB in the FY 2004 Operating Appendices volume.

## Key Result Measures

### Program 3: Consumer Information, Assistance and Outreach.

*Citywide Strategic Priority Area(s):* Strengthening Children, Youth, Families, and Elders  
*Manager(s):* Sam Gawad; Bette Reeves  
*Supervisor(s):* E. Veronica Pace, Executive Director

#### Measure 3.1: Percent of people who seek employment that are placed in jobs

	Fiscal Year	
	2004	2005
Target	35	36
Actual	-	-

#### Measure 3.2: Percent of persons responding to a survey that were connected to appropriate resources

	Fiscal Year	
	2004	2005
Target	75	77
Actual	-	-

#### Measure 3.3: Percent of survey respondents that respond favorably to an attended special event reporting that they increased their awareness of aging issues, that the social contact was beneficial, and that they had a positive image of aging as a result

	Fiscal Year	
	2004	2005
Target	75	77
Actual	-	-

#### Measure 3.4: Percent of training and education survey respondents submitting favorable training evaluations, indicating enhanced knowledge and increased skills about elderly issues

	Fiscal Year	
	2004	2005
Target	60	65
Actual	-	-

## Agency Management

	FY 2003*	FY 2004
Budget	\$2,061,515	\$2,207,909
FTEs	-	26

\* FY 2003 program funding levels are presented for comparison purposes only. Program budgets did not exist for FY 2003 for this agency because the agency had not yet created its new program structure based on performance-based budgeting.

The Agency Management program is to provide the operational support to the agency so they have the necessary tools to achieve operational and programmatic results. This program is standard for all performance-based budgeting agencies. More information about the agency management program can be found in the strategic budgeting chapter.

For more detailed information regarding the proposed funding for the activities within this program please see schedule 30-PBB in the FY 2004 Operating Appendices volume.

## Key Result Measures

### Program 4: Agency Management

*Citywide Strategic Priority Area(s):* Making Government Work  
*Manager(s):* Cynthia Simmons; Sam Gawad; Bette Reeves; Sherlyn Taylor  
*Supervisor(s):* E. Veronica Pace, Executive Director

#### Measure 4.1: Percent of DCOA's activities with long-range IT plans

	Fiscal Year	
	2004	2005
Target	95	95
Actual	-	-

#### Measure 4.2: Percent variance of estimate to actual expenditure (over/under)

	Fiscal Year	
	2004	2005
Target	5	5
Actual	-	-

#### Measure 4.3: Percent reduction of employee lost work-day injury cases agency-wide as compared to FY 2003 baseline data (baseline data will be compiled during the fiscal year)

	Fiscal Year	
	2004	2005
Target	-10	-10
Actual	-	-

**Measure 4.4: Rating of 4-5 on all four telephone service quality criteria: 1) Courtesy, 2) Knowledge, 3) Etiquette and 4) Overall Impression**

	Fiscal Year	
	2004	2005
Target	4	4
Actual	-	-

**Measure 4.5: Percent of Key Result Measures achieved**

	Fiscal Year	
	2004	2005
Target	70	70
Actual	-	-